HELP DESK
PROFESSIONAL
CERTIFICATE

CertiProf®

Syllabus V042022

Introduction

The CertiProf - HDPC™ Help Desk Professional Certification distinguishes companies and individuals as part of the adoption of best practices in the IT support industry.

Program content includes management skills, financial management, soft skills, help desk techniques and tools, among others.

This program delivers benefits to candidates who achieve the credential, including improved customer satisfaction through the adoption of professional help desk components, standardized and consistent application of IT support, best practices, and support professionals with knowledge of proper help desk management techniques and a clear understanding of the importance of a help desk professional.

Objectives

- Understand the difference between a Help Desk and a Service Desk
- Understand the importance of implementing a Help Desk as a SPOC
- Understand the importance of declaring the Help Desk north using the BSPC™
- Understand the characteristics and components of a professional Help Desk
- Determine the basic necessary skills involved in a Help Desk
- Analyze and understand the relationships with IT Service management processes
- Understand financial and project aspects associated with a Help Desk
- Understand aspects of leadership, service marketing and team development
- Determine the current and desired state of maturity of a Help Desk
- Acquire the ability to determine the necessary tools for excellent Help Desk operations
- Expand Help Desk practices with market trends such as COBIT, ITIL, Agile, Kanban, DevOps, among others
- Understand performance measurement practices associated with the Help Desk and theories of continuous service improvement
- Understand industry practices, compare them with current Help Desk practices, and implement improvements in service and operation

Exam Format and Duration

This study program has an exam in which the candidate must achieve a score to obtain the certification in Help Desk Professional Certificate HDPC™.

- Format: Multiple choice
- Questions: 40
- Lenguage: English / Spanish
- Passing score: 32/40 or 80%

- Length: 60 minutes
- Open book: No
- Delivery: This exam is available online
- Proctored: Will be at the trainer's discretion/Self supervision is available

Eligibility for Certification

Anyone who is interested in expanding their Help Desk knowledge, whether they are new, experienced, team managers, or supervisors.

Content

Key Concepts
> Help Desk Management
> Discussion Definition
> Difference between a Help Desk and a Service Desk
> Reactive vs Proactive Service
> Help Desk / Service Desk – Definition
> Service Desk – Digital Transformation
> Help Deks – Single Point of Contact

Help Desk/Service Desk Governance
> Mision and Vision
> Strategic Alignment
> Business Strategy Planning Canvas BSPC™
> Meet Companies with these Challenges
> Success Factors in a Help Desk
> Help Desk Objectives Definition

Recommended Workshop
> Understanding Globalization
> Social Responsibility
> Ethics and Morals
> IT Help Desk - COVID-19 Impact

Leadership
> Management Style
> Help Desk Planning
> Communication
> Skills a Help Desk must have
> Capabilities and Skills
> Coaching and Mentoring within the Help Desk
> Management
> Meetings

Recruitment, Development, and Retention
Help Desk Staff Turnover
Team Development
Teamwork
Conflicts

Help Desk Financial and Commercial Management

Help Desk Point of View
Help Desk Marketing
Marketing - Help Desk Marketing
Financial Management
Financial Calculations
Financial Budget
GAP Analysis Leadership / Planning
Action Plan
Quick Wins
Quick Wins (Short-Term Achievements)
SWOT Matrix
Continuous Improvement Culture

Recommended Workshop

Project Management from the Help Desk

Help Desk - Project Skills
Project Management
Project Management Tools
Help Desk - Skills
Help Desk – Using Models

Recommended Workshop

Adopting RACI at the Help Desk
Adopting Kanban in the Help Desk

Global Standars and Practices

Global Standards and Practices

Recommended Workshop

Adopting ITIL® as a Service Management Model
Adoption and Impact of ISO 20000 and COBIT on the Help Desk
Help Desk and DevOps
DevOps and Help Desk

Trends Within a Help Desk

ChatBots
Artificial Intelligence (AI) in the Help Desk
Machine Learning
Personal Data Protection - GDPR
Big Data
Teleworking
Cybersecurity

Toolset
ITMS Tool
Technological Support

Service Operating Models

MoScoW Method
Sourcing Models
Vested Outsourcing
Scaling
Definition and Documentation of the Scale-Up Process
Organizational Structure: Roles and Responsibilities
Structures
Incident Prioritization Matrix
Definition and Documentation of Incident Levels
Incident Life Cycle Definition

IT Service Management

ITSM
Overview
Incident Management and Help Desk
ITSM Key Concepts
Understanding the Flow of Incident Management
Priority Matrix
ISO 20000
Help Desk and Service Management Processes
Help Desk and the CAB

Service Quality

Service Certification
Staff Certification
Satisfaction Survey
Help Desk Service
SLAs from Help Desk

Recommended Workshop

Metrics for a Help Desk
Key Performance Indicator (KPI)
DMAIC Method

Recommended Workshop

Reports

Reports
Reporting Management

Continuous Improvement

Continuous Improvement
Finally: Action Plan
HDPC Certification Exam

Help Desk Maturity Level

Help Desk Maturity Level